

ONONDAGA CIVIC DEVELOPMENT CORPORATION
Regular Meeting Minutes
April 9, 2015

The Regular meeting of the Onondaga Civic Development Corporation was held on Thursday, April 9, 2015 at 333 West Washington Street, Syracuse, New York, 13202, in the large conference room on the 1st floor.

Cydney Johnson called the meeting to order at 8:31 am with the following:

PRESENT:

Cydney Johnson
Len Manfrates
James Farrell
Ravi Raman
Alison Miller

ABSENT:

Ben Dublin
Matthew Marko

ALSO PRESENT:

Julie Cerio, President/CEO
Honora Spillane, Secretary
Karen Doster, Recording Secretary
Linda McShane, Office of Economic Development
Chris Andreucci, Harris Beach
Bob Kucik, CNYTDO
John DeRosier, Medical Answering Services (via conf call)
Anastasia Urtz, OCC
James Mahaney, County Legislature

APPROVAL OF REGULAR MEETING MINUTES – MARCH 12, 2015

Upon a motion by James Farrell, seconded by Ravi Raman, the OCDC Board approved the regular meeting minutes of March 12, 2015. Motion was carried unanimously.

TREASURER’S REPORT

Honora Spillane gave a brief review of the Treasurer’s Report for the month of March 2015.

Upon a motion by Ravi Raman, seconded by Alison Miller, the OCDC Board approved the Treasurer’s Report for the month of February 2015. Motion was carried unanimously.

PAYMENT OF BILLS

Honora Spillane gave a brief review of the Payment of Bills Schedule #048.

Upon a motion by James Farrell, seconded by Leonard Manfrates, the OCDC Board approved the Payment of Bills, Schedule #048 with General Expenses being \$36,722.97 and marketing expenses being \$1,182.00. Motion was carried unanimously.

CONFLICT OF INTEREST

The Conflict of Interest was circulated and there were no comments.

MEDICAL ANSWERING SERVICES

Bob Kocik stated that John DeRosier from Medical Answering Services called looking to develop his supervisors internally and they picked appropriate trainings. He stated they are located downtown, employ roughly 300 people locally and are expanding into Buffalo. He stated that in order to grow the business they need to develop the folks internally and these trainings are the first step in the develop stage.

John DeRosier stated that Medical Answering Services has been in business for over 10 years on West Onondaga Street. He stated that over 10 years ago 2 partners bought a couple of businesses, and ultimately created Medical Answering Services. He stated that they coordinate transportation services for Medicaid enrollees throughout 55 counties of New York State, everything north of New York City. He stated that they are responsible for about 1.8 million Medicaid enrollees and they are the only company in New York State, outside of New York City, that does this type of transportation coordination. He stated that the enrollees call Medical Answering Services only to get their transportation to and from medical appointments from down the street to the Mayo Clinic in Rochester Minnesota. He stated that they provide transportation and put them in hotels. He stated that the company grew rapidly from late 2011 to

early 2012 and picked up a bigger part of New York State and in August 2014 they got Western New York contract. He stated that the expansion was rapid and went from about 50 people in 2012 to over 300 full time employees today. He stated that it is great but during those years of expansion they missed training and development on how to be an effective supervisor and how to effectively train people. He stated that in the past 10 years they have made more than 20 million trips to and from a doctor's appointment. He stated that they struggle with turnover, hiring the right people, motivation and keeping the employees at the level they need to be. He stated that they don't have that expertise when it comes to managing people and systems. He stated that they reached out to TDO because they had done work in the past together. He stated that they have employee relations issues they want resolved and through a couple different conversations they came up with a series of 4-5 different trainings that would be ideal for their type of organization.

James Farrell asked what are the durations of the contracts and when do they terminate. He also asked what they ascribe to their extraordinary growth so fast and how are they going to continue it. John DeRosier stated that the contracts are three years. He stated that the first contract comes up for rebid in October 2015 and the Western New York and Finger Lakes come up for rebid in 2017. He stated that they are confident they will continue with the upcoming rebid. He stated that one of the requirements was a new phone system which they are putting in a state of the art system this year. He stated that they will own New York State through 2017 and beyond that they are looking for expansion from a bidding work prospective in other states. He stated that the work will stay in Syracuse and Buffalo and they can do the transportation coordination from anywhere in the world.

Cydney Johnson stated that OCDC is one of two funding proposals. Honora Spillane stated yes.

Cydney Johnson asked if we are the first. Bob Kocik stated yes.

Cydney Johnson asked if it is dependent on both to get training done. John DeRosier stated that he wouldn't say they are dependent on both but if they were to get the initial funding from Onondaga County it would start the process. He stated that all the trainings are interrelated but not dependent on each other. He stated that the request from OCDC will bring it through 2 of the major training processes to introduce to the management staff. He stated that they are working

with the Workforce Development Institute for funding for the rest of that training. He stated that they opened their Buffalo office in September of 2014 with 3 people that they moved from Syracuse. He stated that they grew that to about 40 people and by the end of the year they are looking at about 60-70 range. He stated that the training here in Syracuse for the management staff will help with training folks in Buffalo.

Upon a motion by Leonard Manfrates, seconded by Ravi Raman, the OCDC Board approved a resolution approving an Economic Growth Fund Employee Productivity Program service contract to fund up to \$12,500 for Medical Answering Services for employee training and authorizing the signing of the service contract and all other related documents by an office of the Corporation. Motion was carried unanimously.

ONONDAGA COMMUNITY COLLEGE

Anastasia Urtz stated that Onondaga Community College serves about 12,000 students a year. She stated that she is here to talk about continuation of support for two projects that OCDC has supported in the past. She stated that the first is scholarship support provided to students. She stated that the students tend to come from economically challenged backgrounds in many cases and they use PEL and TAP eligibility is their rough measure. She stated that 70% of their population would be identified as folks who need almost full support in their education. She stated that in the past they have received support from OCDC in the amount of \$30,000 and they are requesting that amount again. She stated that the funds are allocated in \$500 increments which may not sound like a lot but \$500 is a transformative amount of money for students to enroll. She stated that they try to portion the resources across the curriculum and it is targeted so a number of different areas are represented. She stated that the best way to approach scholarship support was to focus on 3 major populations, new high school graduates, folks who have been in the military or workforce who are a little older with no college experience and finding it hard to make their way in the world and folks where life gets in the way and they stop with only 12 – 15 credits of finishing. She stated that they have some grant dollars left that they are holding for summer because most students don't have financial aid eligibility in the summer.

James Farrell stated that he is highly support of this in the past and assuming this is going to be a continuing relationship going forward he asked that a report be provided of people successfully

completing the programs. He stated that he would like the most recent time frame and in total so the Board can look at the return on investment to the community. Honora Spillane stated that the meeting materials gives numbers for fall 2015 and spring 2015.

James Farrell stated that he would like to see year to year. Anastasia Urtz stated that with their population they look at a 6 year snapshot but there are students who start to complete closer to 3 years.

Cydney Johnson stated that when OCDC first started funding we were somewhat hesitant about measurement so only committed for one year. She stated that we actually did look at the first year measurement and it exceeded all expectation and that is why we signed up for year 2.

Honora Spillane stated that OCC needed the money in the bank to go forward so the initial ask was for a 2 year commitment of \$30,000 each and we have done 2 subsequent year commitments with this being our 5th. Anastasia Urtz stated that they need to have the money in escrow.

Upon a motion by James Farrell, seconded by Leonard Manfrates, the OCDC Board approved a resolution approving funding of up to \$30,000 to the Onondaga Community College Foundation, Inc. and authorizing an officer of the Corporation to sign the necessary documents. Motion was carried unanimously.

Anastasia Urtz stated that the workforce efforts at OCC are undergoing a lot of dynamic changes. She stated that there has been past support for the workforce development efforts. She stated that this is about people who are usually time dependent and need to get into the workforce quickly so this is where training is very much hand in hand with employers. She stated that it is with expectation of moving people to the next level within the job they are in now or are folks coming in fresh entering the workforce. She stated that technical computing and medical support skill sets are major areas of employment in our region so that is where they target their efforts. She stated that they have some new areas of development that are going to dramatically extend what OCC can do with workforce related to a grant received from the NYS Department of Labor. She stated that they received two but this one is for the design of curriculum working in with advance manufacturing focusing on the food industry that will yield jobs with a living wage which is a rule of the federal funding and this is a new modal for them. She stated that they were

fortunate to secure additional funding looking at career and technical education particularly for people with disabilities. She stated that it will be a 5 year project for OCC where they will be working with employers from that prospective as well. She stated that it all kind of dovetails.

Cydney Johnson asked if this is the program that OCDC started with last year. Honora Spillane stated yes and last year was our first year. She stated that the Board had asked what else can they do based on the success of the other program.

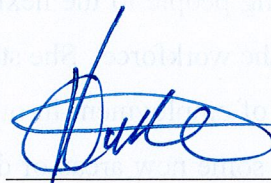
Cydney Johnson asked if the request is at the same level as last year. Honora Spillane stated yes.

Honora Spillane stated that the Board has also made a commitment to the Work Train Program and they are working closely. She stated that it is a very nice partnership of things that this Board has already partnered in as well.

Cydney Johnson stated that that this is really modest in the amount because this is where we really get to do our mission and she thinks OCC continues to lead the way on all these things.

Upon a motion by James Farrell, seconded by Leonard Manfrates, the OCDC Board approved a resolution authorizing the signing by an officer of the Corporation of the services contract for \$40,000 and all other related documents with Onondaga Community College Foundation, Inc. Motion was carried unanimously.

Upon a motion by Ravi Raman, seconded by Leonard Manfrates, the OCDC Board adjourned the meeting at 8:57 am. Motion was carried unanimously.



Honora Spillane, Secretary